



## ***IMPORTANT SAFETY RECALL***

**NHTSA Safety Recall: 15E-078  
VIA EMAIL & OVERNIGHT DELIVERY**

**Date: February 5, 2016**

### **CUSTOMER (OEM) NOTIFICATION**

This Notice is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act. This notice follows up our December 14, 2015 Interim Customer Notification.

### **ABOUT THE RECALL**

Lippert Components, Inc. ("LCI") submitted its voluntary recall of the LCI Coachstep electric double or triple entrance steps on September 18, 2015. On December 14, 2015 an Interim Customer Notification was sent to you informing you of the recall and how we would be handling the recall. At the time of the Interim Customer Notification repair kits were not available. **The remedy repair kits are now available.** Our records indicate that your company purchased electric double and/or triple steps that are the subject of this recall. The steps sold to you that are subject to the recall are described in detail in a spreadsheet included with this notice. **If these steps are still in your inventory, you must not sell or install these units. It is a violation of federal law to sell any of the listed steps covered by this recall until the defect is remedied. The Coachstep Double Step Recall Repair Instructions (Kit Part # 389761) and/or the Coachstep Triple Step Recall Repair Instructions (Kit Part # 389152) which directs you on how to identify and repair the affected steps are enclosed with this letter.**

### **WHAT WE WILL DO**

For the Coachstep electric double step, LCI will supply the bracket and parts (Kit Part # 389761), at no charge, to install on the steps. LCI will also reimburse you for the labor charged by your dealers to install the bracket at the flat rate of 0.3 hour. For the Coachstep electric triple step, LCI will supply the linkage, bracket and parts (Kit Part # 389152) at no charge, to install on the steps. LCI will also reimburse you for the labor charged by your dealers to replace the linkage and install the bracket at the flat rate of 0.5 hour. The parts for the remedy will start to be available beginning February 1, 2016. As a customer appreciation alternative, if your retail customer would like to replace their steps, LCI will offer an upgraded Kwikie replacement step at a discounted rate of \$200 off of LCI's dealer price for the new steps. This discount must be passed on to the retail customer. If the replacement option is selected, the replacement step **MUST** be purchased directly from LCI. In addition, LCI will reimburse you for the labor to replace the steps at the flat rate of 0.5 hour.

### **WHAT YOU SHOULD DO**

You or your dealer must contact LCI's Customer Service department at 574-537-8900 or e-mail to [coachsteprecall@lci1.com](mailto:coachsteprecall@lci1.com). LCI will coordinate with you or your dealer shipment of the kits and payment of the labor charges. Pursuant to 49 C.F.R 573.13(c)(1)(iii), if your retail customer had the center bolt of the fan assembly replaced within one (1) year prior to September 18, 2015 and provides a copy of the receipt for the repair they may be eligible for reimbursement from LCI by contacting the Customer Service department.

If after contacting LCI's Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience this action may cause you. As we are sure you will appreciate, the safety and quality of our products are of the utmost importance to us. Thank you for your attention and cooperation in this matter.

Sincerely,  
**Lippert Components, Inc.**